

# Intensive Care Coordination (ICC) Program



Intensive Care Coordination (ICC) is designed for youth with complex behavioral health needs, who are either at risk of, or currently in, a congregate level of care that separates them from their homes and communities. Its goals are to help families:

- Increase their access to care
- Connect to traditional and non-traditional supports in their community
- Find their own voice to:
  - become their own best advocates; and
  - navigate the behavioral health system

Carelon Behavioral Health's innovative ICC Program utilizes the Wraparound Practice Model, an evidence-based treatment approach.



## Eligible families

The ICC Program supports families with children up to age 18 who have complex behavioral and/or mental health challenges. This includes youth who are:

- At risk for an out-of-home placement, such as inpatient or residential care
- Currently in such a placement and in need of discharge planning support
- Frequently using emergency services and/or psychiatric inpatient care
- In need of connections to community-based supports and care to remain safely at home

The ICC Program supports families for approximately six months, based upon the family's needs. **Please note:** Insurance is not necessary to access the ICC program.

## How does the Intensive Care Coordination (ICC) program work?

Families will work with ICC staff weekly at the family's home or in the community, where they are most comfortable, and in their preferred language. Working together, ICC staff and the family will:

- Receive support that addresses the needs of both the child and the family system
- Increase access to effective community services and supports
- Self advocate and navigate the mental and behavioral health systems, in order to achieve better quality outcomes

### The Wraparound Practice model

Wraparound is a family-centered, strength-based treatment approach focused on keeping families together and connected to their communities. It involves bringing together a team of family, friends, and providers to develop a plan of care and provide a safety net of support to manage difficult situations in the future. This places the family at the center of their care plan.

## Making a referral to Carelon Behavioral Health's ICC program

As a Provider, you can make a Community ICC Referral by emailing an ICC Referral Form to [ICCFerrals@carelon.com](mailto:ICCFerrals@carelon.com) or faxing it to: **855-277-4228**. You can obtain the ICC Referral form by selecting [here](#) or visiting [carelon.com](http://carelon.com). Search for "Connecticut", then select "Connecticut Child and Family Division" then "ICC Referral Form" in the Intensive Care Coordination section.

## Elevating care across the system

In addition to its family-centered work, Carelon Behavioral Health's Network of Care Managers partner with various providers, state agencies, schools, faith-based groups, and other community-based services to increase family linkage to quality care, social supports, and other resources. The goal and vision of the team is to collaborate to create a system of care at the local, regional, and state levels that offers a spectrum of effective, community-based services and supports for children and youth who have or are at risk for mental health challenges and their families.

For additional information and to join our mission, please visit [www.connectingtocarect.org](http://www.connectingtocarect.org)

Examples of accomplishments include:

- assisting agencies in implementing Culturally and Linguistically Appropriate Services (CLAS) to advance health equity in the delivery of behavioral health services
- increasing communication and building stronger connections between pediatric primary care practices, schools, and behavioral health providers.
- supported the creation of resource lists of community-based supports and services in response to Public Act No. 21-116. <https://www.connectingtocarect.org/support-services/>

## Outcomes<sup>1</sup>

**98%**

of families report they were satisfied with the ICC program

**100%**

of families responded that staff were sensitive to families' cultural backgrounds

**92.3%**

of families who completed the ICC program met their treatment goals

## Here's what participants are saying

"Having six people in the house, five of whom are dealing with several disabilities was tremendously hard. ICC staff came in and gave each of the children two goals to focus on. Our daughter was initially hesitant but is now on board and it makes the whole house better."

"ICC got us connected with a great team of people."

"The ICC Program was compassionate and caring about our family needs."

"ICC helped us to stay grounded through the storm."

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## The ICC Program is funded through the CT Department of Children and Families (DCF)

Select [here](#) for a listing of family resources or visit [carelonbehavioralhealth.com/providers/forms-and-guides/ct](http://carelonbehavioralhealth.com/providers/forms-and-guides/ct) and look for Additional Resources.

**For information about Carelon Behavioral Health's Intensive Care Coordination (ICC) Program, call 877-381-4193, option 2.**

1. Fiscal Year 2022

### About Carelon Behavioral Health

Carelon Behavioral Health is the country's leading behavioral health management company. Serving 40 million people, we deliver tailored, holistic services to help people live their lives to their fullest potential.